

PROGRAM SPECIALIST

GENERAL RESPONSIBILITIES

Provides assistance and counseling services related to State Health Insurance Program (SHIP) for older adults and Senior Medicare Patrol (SMP) in accordance with Federal, State, and local laws.

ESSENTIAL TASKS include the following; other duties may be assigned.

1. Provide health insurance counseling, assistance and advocacy services in compliance with SHIP/SMP guidelines
2. Develop a coordinated system of health insurance counseling and advocacy
3. Compare and analyze insurance policies, provide claims assistance, education seminars and meetings, and makes referrals as needed
4. Recruit, train and supervise volunteers to provide health insurance information, advice, and counseling
5. Collect data, analyze complaints, provide information, answer questions, and make referrals
6. Compose, prepare, and process general and confidential correspondence and reports
7. Establish, organize, and maintain files and computer records management/file systems
8. Apply knowledge of and responds to questions regarding ordinances, regulations, policies, procedures, and practices
9. Perform related duties as to specific assignments
10. Any employee may be identified as Essential Personnel during emergency situations.
11. Provide service to customers by answering questions, providing information, making referrals, and assuring appropriate follow-through and/or resolution
12. Communicate with managers, supervisors, co-workers, citizens, and others, maintains confidentiality; and represents the County

EDUCATION AND EXPERIENCE

1. Bachelor's degree in business administration or related field
2. Three years experience in health insurance

* A comparable amount of training and experience may be substituted for the minimum qualifications.

CERTIFICATES, LICENSES, REGISTRATIONS

1. Valid driver's license
2. Requires criminal background check as condition of employment

KNOWLEDGE, SKILLS AND ABILITIES

1. Read and comprehend instructions, regulations, correspondence, and memos
2. Write reports and business correspondence
3. Present information and respond to questions from employees, groups of managers, clients, customers, and general public

4. Define problems, collect data, establish facts and draw valid conclusions
5. Work with detail, problem solve and communicate problems
6. Completion of SHIP and SMP Program trainings
7. Use computer software programs and/or other applications